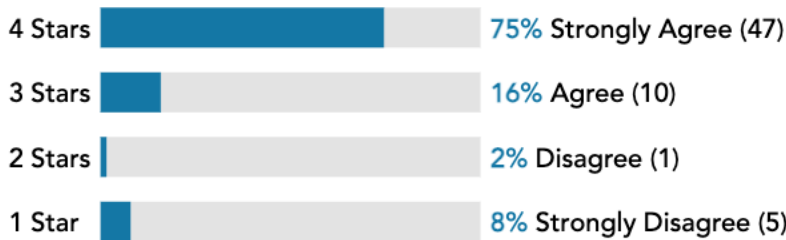


Willowbrook Manor PE A - April 2026

PEOPLE'S EXPERIENCE - CARING

| | | |
|----------------------|---------------------------|----------------------------------|
| KEY QUESTION: | EVIDENCE CATEGORY: | QUALITY STATEMENT: |
| CARING | PEOPLE'S EXPERIENCE | KINDNESS, COMPASSION AND DIGNITY |

Question: Staff are kind, compassionate and empathetic towards me...



Care Research Analysis: The results of this question are Good with an average score of 3.6. 16% of respondents selected "Agree" and 75% selected "Strongly Agree" for this question. Resident respondents scored 3.5 while Family respondents scored 3.6.

RESPONDENT COMMENTS:

| | | |
|---|--|---|
| <p>“ Staff always take the time to ask how I am feeling. ”</p> <p><i>Resident</i></p> | <p>“ The staff are always happy to help and do so with a smile. ”</p> <p><i>Resident</i></p> | <p>“ Everyone is always so welcoming. ”</p> <p><i>Family</i></p> |
| <p>“ She has her favourites! ”</p> <p><i>Family</i></p> | <p>“ Absolutely ”</p> <p><i>Family</i></p> | <p>“ The staff are kind compassionate and empathetic without question. ”</p> <p><i>Family</i></p> |

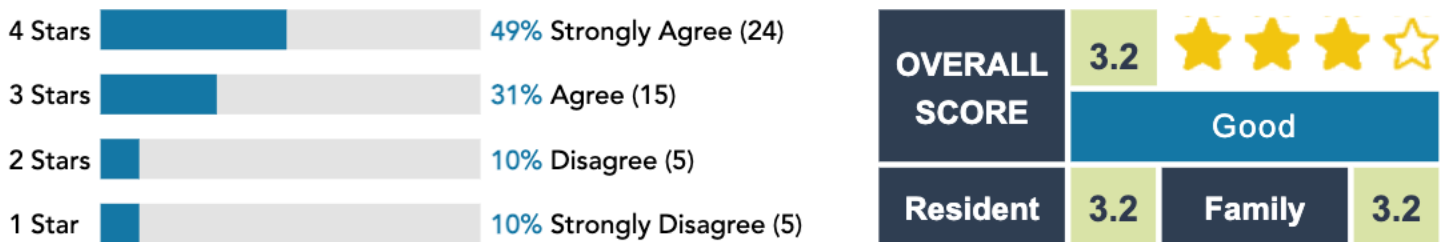
SERVICE RESPONSE:

Willowbrook Manor PE A - April 2026

PEOPLE'S EXPERIENCE - CARING

| | | |
|----------------------|---------------------------|----------------------------------|
| KEY QUESTION: | EVIDENCE CATEGORY: | QUALITY STATEMENT: |
| CARING | PEOPLE'S EXPERIENCE | INDEPENDENCE, CHOICE AND CONTROL |

Question: I am supported to be independent and make my own choices...



Care Research Analysis: The results of this question are Good with an average score of 3.2. 31% of respondents selected "Agree" and 49% selected "Strongly Agree" for this question. Resident respondents scored 3.2 while Family respondents scored 3.2.

RESPONDENT COMMENTS:

| | | |
|--|---|---|
| <p>“ I am able to do the things I want and feel that my opinion matters ”</p> <p><i>Resident</i></p> | <p>“ I am able to do things for myself, but I know help is there if I need it. ”</p> <p><i>Resident</i></p> | <p>“ I get to choose what I wear and what I do with my day ”</p> <p><i>Resident</i></p> |
| <p>“ Great level of support. ”</p> <p><i>Resident</i></p> | <p>“ Great amount of personalised support. ”</p> <p><i>Family</i></p> | <p>“ They match the support to my needs. ”</p> <p><i>Resident</i></p> |

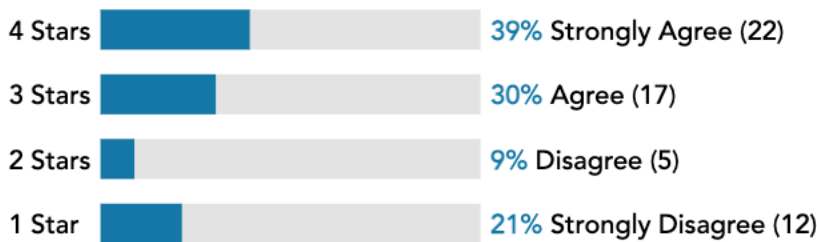
SERVICE RESPONSE:

Willowbrook Manor PE A - April 2026

PEOPLE'S EXPERIENCE - SAFE

| | | |
|----------------------|---------------------------|---------------------------|
| KEY QUESTION: | EVIDENCE CATEGORY: | QUALITY STATEMENT: |
| SAFE | PEOPLE'S EXPERIENCE | SAFE ENVIRONMENTS |

Question: I feel safe at the home...



Care Research Analysis: The results of this question are Requires Improvement with an average score of 2.9. 30% of respondents selected "Agree" and 39% selected "Strongly Agree" for this question. Resident respondents scored 2.8 while Family respondents scored 2.9.

RESPONDENT COMMENTS:

| | | |
|--|--|---|
| <p>“ I feel very safe. The staff are very professional. ”</p> <p><i>Resident</i></p> | <p>“ I do feel very safe at the home. ”</p> <p><i>Resident</i></p> | <p>“ Absolutely, no doubt. ”</p> <p><i>Family</i></p> |
| <p>“ The girls keep us safe. ”</p> <p><i>Resident</i></p> | <p>“ It gives us such comfort knowing Mum is never alone. ”</p> <p><i>Family</i></p> | <p>“ Great safety procedures in place. ”</p> <p><i>Resident</i></p> |

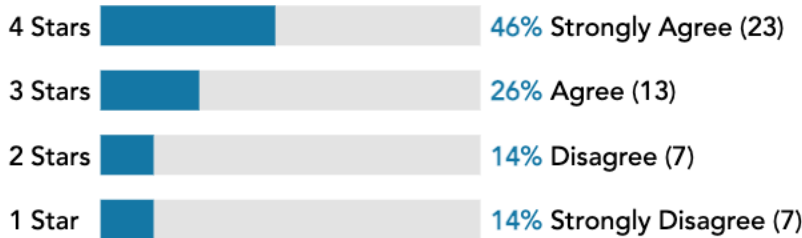
SERVICE RESPONSE:

Willowbrook Manor PE A - April 2026

PEOPLE'S EXPERIENCE - WELL-LED

| | | |
|----------------------|---------------------------|------------------------------|
| KEY QUESTION: | EVIDENCE CATEGORY: | QUALITY STATEMENT: |
| WELL-LED | PEOPLE'S EXPERIENCE | PARTNERSHIPS AND COMMUNITIES |

Question: The home works effectively with other organisations that support me...



Care Research Analysis: The results of this question are Good with an average score of 3. 26% of respondents selected "Agree" and 46% selected "Strongly Agree" for this question. Resident respondents scored 3.2 while Family respondents scored 2.9.

RESPONDENT COMMENTS:

| | | |
|---|--|--|
| <p>“ All my appointments are booked for me and I am taken to them. ”</p> <p><i>Resident</i></p> | <p>“ I love having visits from the hairdresser and podiatrist. It's a real treat! ”</p> <p><i>Resident</i></p> | <p>“ The podiatrist has been amazing. ”</p> <p><i>Family</i></p> |
| <p>“ The care plan covers all aspects of this. ”</p> <p><i>Family</i></p> | <p>“ They have great links. ”</p> <p><i>Family</i></p> | <p>“ Excellent ways of keeping us all involved. ”</p> <p><i>Family</i></p> |

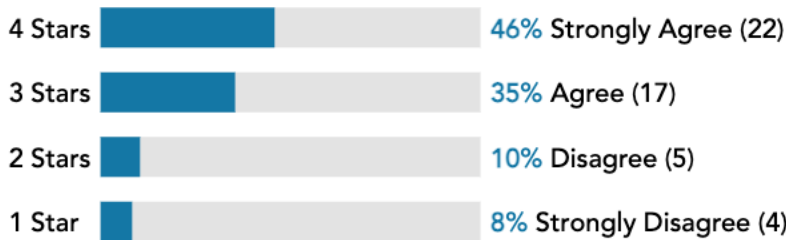
SERVICE RESPONSE:

Willowbrook Manor PE A - April 2026

PEOPLE'S EXPERIENCE - EFFECTIVE

| | | |
|----------------------|---------------------------|-----------------------------------|
| KEY QUESTION: | EVIDENCE CATEGORY: | QUALITY STATEMENT: |
| EFFECTIVE | PEOPLE'S EXPERIENCE | MONITORING AND IMPROVING OUTCOMES |

Question: The care I receive has a positive impact upon my life and care quality continues to improve...



Care Research Analysis: The results of this question are Good with an average score of 3.2. 35% of respondents selected "Agree" and 46% selected "Strongly Agree" for this question. Resident respondents scored 3.2 while Family respondents scored 3.2.

RESPONDENT COMMENTS:

| | | |
|--|--|--|
| <p>“ I am very happy here, the care is wonderful. ”</p> <p><i>Resident</i></p> | <p>“ I enjoy the lifestyle at Willowbrook Manor and have made some good friends here. ”</p> <p><i>Resident</i></p> | <p>“ I am enjoying my life much more than when I was at home. ”</p> <p><i>Resident</i></p> |
| <p>“ They smile and sound positive, thank you. ”</p> <p><i>Family</i></p> | <p>“ I couldn't ask for better support. ”</p> <p><i>Resident</i></p> | <p>“ It has definitely made their life better. ”</p> <p><i>Family</i></p> |

SERVICE RESPONSE: